Clients' Monies Service (CMS)

Online quick start guide

For more detailed information please see the CMS Online user guide, which can be accessed by clicking the link in your welcome email.

Logging on for the first time

- Select the link and enter the log-on details from your welcome email
- Make sure you enter your user ID in UPPERCASE
- Check the **Activation code** box below the log-on details ✉
- Follow the instructions to enter your activation code (from your welcome letter) to set a new 4 digit PIN and alphanumeric password
- You'll then be taken to the CMS Online dashboard

Opening and closing accounts [user guide – sections 3 and 6]

Add a client

- From the left-hand menu select **Add new client**
- Follow the online process as prompted on screen
- Choose **Add an account** to add a new account for the new client

Add an additional account to an existing client

- From the left-hand menu select **Find client & account***
- Enter search criteria and/or select client from list
- Then select **Add a client account**
- Follow the online process as prompted on screen

Closing an account

- Follow the online process; please note that a Certificate of Interest will be generated automatically unless you choose to opt out
- If you're repaying a client account (closing withdrawal) the balance will move real-time. Any interest will be applied at the close of the working day

Please Note:

- *When searching within the Client & account screen, the results might take longer to load as the whole database is being searched
- For security purposes you will be logged out after 15 minutes inactivity. Please refresh your screen to continue

Fastest way to complete transactions [user guide – sections 7 and 8]

- Within the dashboard, select **Add a transaction**, found on the bottom right-hand side. This will take you to the **Maintain transactions** screen
- Either enter a client account reference (or select **Select an account** to enter a look-up function, then enter a client name to search for an appropriate account, then select desired account reference) to populate transaction fields
- Check the transaction date is as required
- Manually enter **Transaction type**, **Amount** and **Narrative line** select **Save**, then **Edit** or **Confirm**
- Go to **Maintain transactions** to review (select on transaction ID to **Edit**) **Delete** or **Submit**
- Selecting **Submit** will send the transaction to the bank for real-time processing
- The CMS user guide contains more information about batches & importing

Reporting [user guide – section 9]

- A full reporting suite is available
- Select **Reports** from the left-hand menu
- Select the desired report from the list and enter your report criteria as required
- Follow the online process as prompted on screen to create a report
- This includes the new client account transaction summary report which can be generated from the system and be saved, exported and/or printed locally

Closing an account

- A statement will be automatically issued when an account is closed

More information

If you have any questions, take a look at the more detailed user guide.

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